

Intake across DP casework and written advice remains high, with both areas showing more than 10% increases against numbers at the same time last year. Output is in line with expectation but we are very well placed to increase productivity into the last quarter of the business year, with all departments fully staffed.

Age profiles of completed cases are again in line with reported targets over 90% of the DP casework and 78% of the FOI work being finalised with 3 months of receipt.

Some adjustment to volumes recorded into the office, due to classification anomalies, will be required in the last quarter of the year. Plans are in place to reduce overall caseloads in all of the business areas during the Q4.

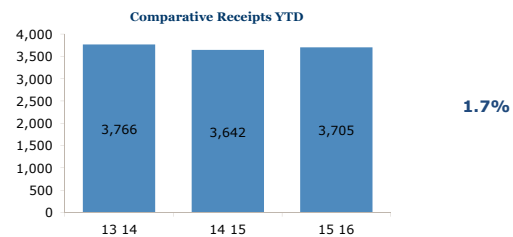
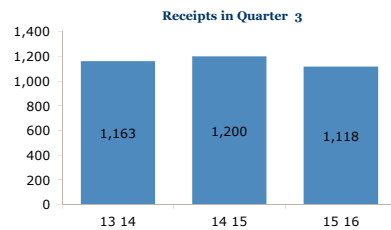
Simon Entwisle

FOI complaint casework

January 2016 - Quarter 3

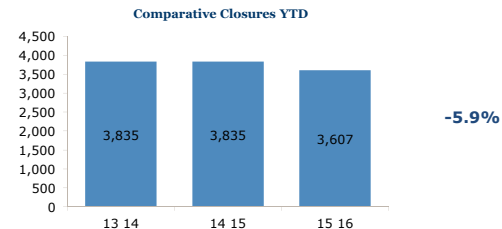
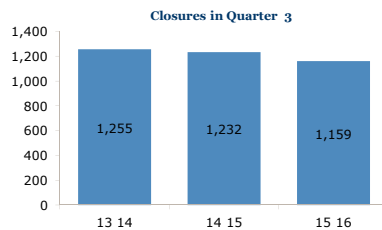
Received

	2014/15	2015/16
Quarter 1	1,225	1,240
Quarter 2	1,217	1,347
Quarter 3	1,200	1,118
Quarter 4	1,335	
Total	4,977	3,705

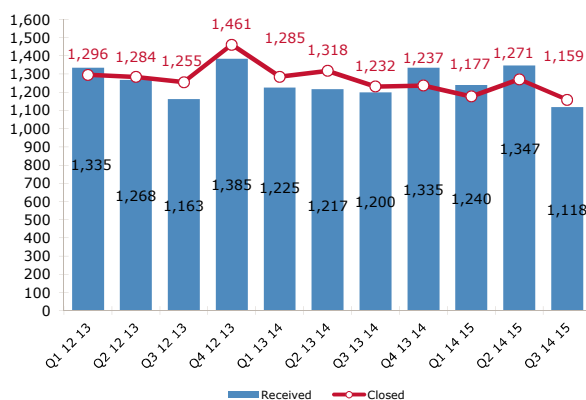


Closed

	2014/15	2015/16
Quarter 1	1,285	1,177
Quarter 2	1,318	1,271
Quarter 3	1,232	1,159
Quarter 4	1,237	
Total	5,072	3,607



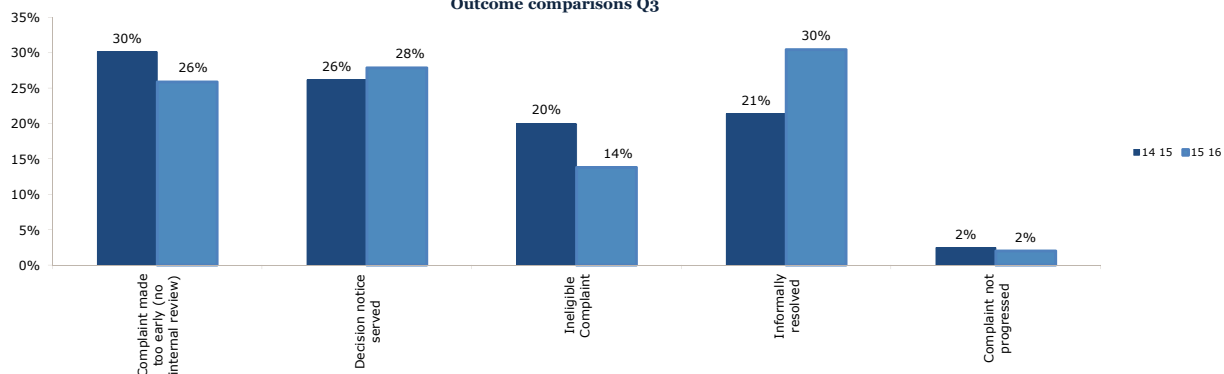
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	525	45%
31 - 90 days	272	23%
91 - 180 days	279	24%
181 - 270 days	61	5%
271 - 365 days	19	2%
365 days+	3	0.3%
Total	1,159	100%

Outcome comparisons Q3



Decision Notices Served

	2014/15	2015/16
Quarter 1	309	282
Quarter 2	365	333
Quarter 3	314	318
Quarter 4	317	
Total	1,305	933

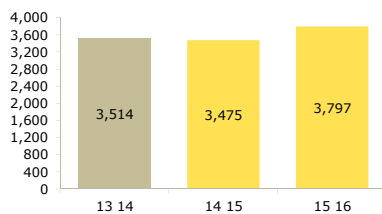
Decision Notices Served by outcome

	2014/15				2015/16			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	184	43	82	309	173	26	83	282
Quarter 2	236	55	74	365	206	45	82	333
Quarter 3	196	46	72	314	214	45	59	318
Quarter 4	193	45	79	317				
Total	809	189	307	1,305	593	116	224	933

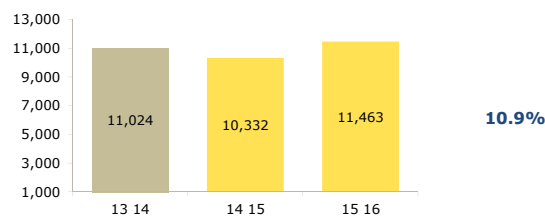
Received

	2014/15	2015/16
Quarter 1	3,332	3,679
Quarter 2	3,525	3,987
Quarter 3	3,475	3,797
Quarter 4	3,923	
Total	14,255	11,463

Receipts In Quarter 3



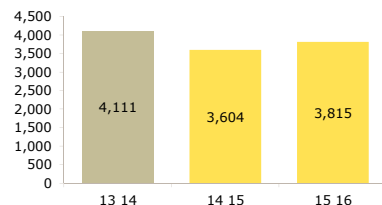
Comparative Receipts YTD



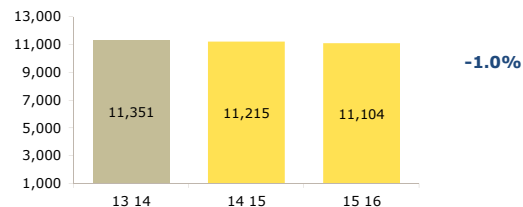
Closed

	2014/15	2015/16
Quarter 1	4,005	3,441
Quarter 2	3,606	3,848
Quarter 3	3,604	3,815
Quarter 4	3,834	
Total	15,049	11,104

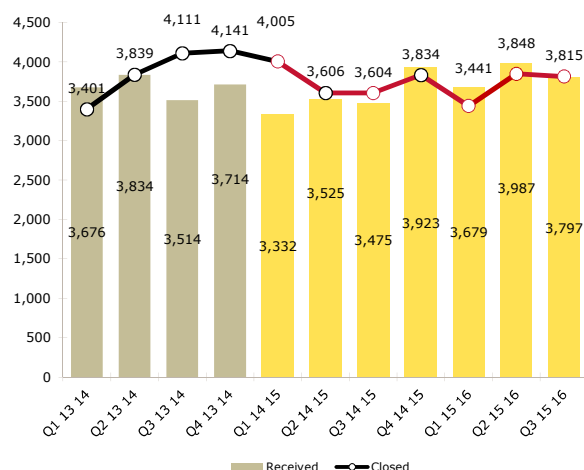
Closures in Quarter 3



Comparative Closures YTD



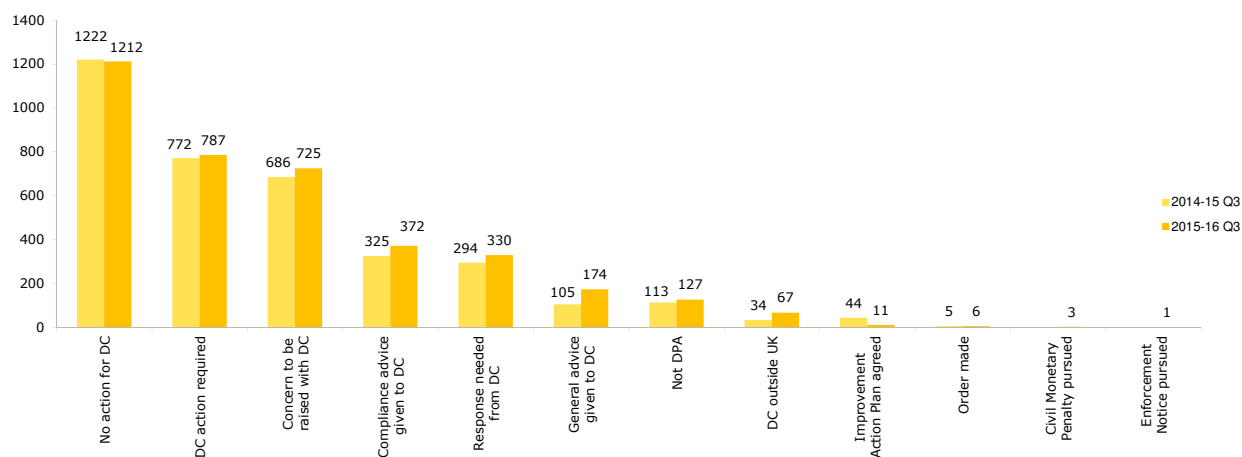
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	1,486	39.0%
31 - 90 days	2,003	52.5%
91 - 180 days	271	7.1%
181 - 270 days	41	1.1%
271 - 365 days	11	0.3%
365 days +	3	0.1%
Total	3,815	100%

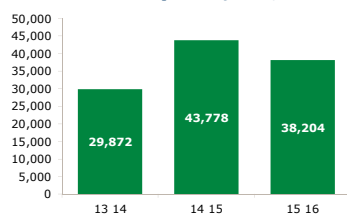
Outcomes comparisons concerns finished in Q3



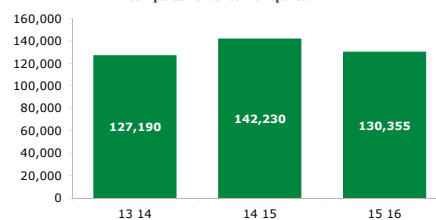
Concerns reported

	2014/15	2015/16
Quarter 1	47,843	46,677
Quarter 2	50,609	45,474
Quarter 3	43,778	38,204
Quarter 4	37,958	
Total	180,188	130,355

Concerns reported in Quarter 3



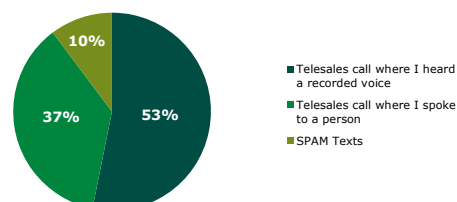
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2014/15			2015/16		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	22,105	18,635	6,830	17,057	22,992	6,219
Quarter 2	26,237	18,170	5,925	20,885	19,958	4,234
Quarter 3	19,368	19,085	5,008	20,129	13,862	3,874
Quarter 4	12,478	19,192	5,917			
Total	80,188	75,082	23,680	58,071	56,812	14,327

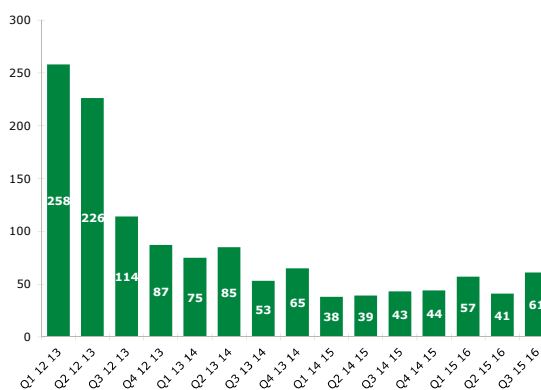
Nature of telesales and SPAM texts reported Q3



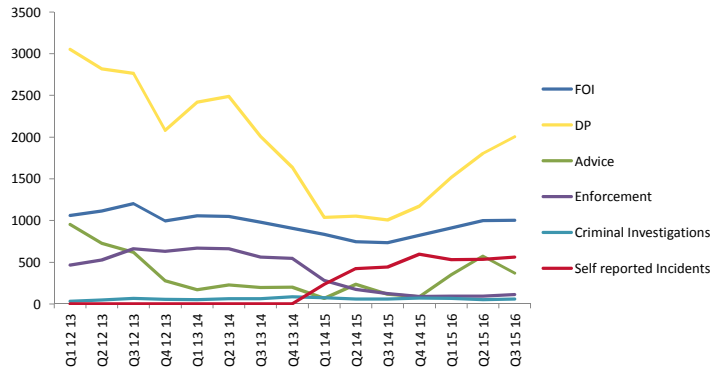
Cookie concerns reported

	2014/15	2015/16
Quarter 1	38	57
Quarter 2	39	44
Quarter 3	43	61
Quarter 4	44	
Total	164	162

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.
reported incidents were recorded as Enforcement cases prior to April 2014.

*Some self

FOI and EIR Complaints - Age profiles

Age profile	Caseload Q3	%
0 - 30 days	219	22%
31 - 90 days	394	39%
91 - 180 days	300	30%
181 - 270 days	66	7%
271 - 365 days	23	2%
Over 1 Year	2	0.2%
Total	1,004	100%

DP Concerns - Age profiles

Age profile	Caseload Q3	%
0 - 30 days	876	44%
31 - 90 days	889	44%
91 - 180 days	194	10%
181 - 270 days	23	1%
271 - 365 days	13	1%
Over 1 Year	9	0.4%
Total	2,004	100%

Written advice - age profile

Age profile	Caseload Q3	%
0 - 30 days	349	95%
31 - 90 days	12	3%
91 - 180 days	8	2%
Total	369	100%

Self reported Incidents - age profile

Age profile	Caseload Q3	%
0 - 30 days	137	24%
31 - 90 days	178	32%
91 - 180 days	143	26%
181 - 270 days	52	9%
271 - 365 days	26	5%
Over 1 Year	24	4%
Total	560	100%

Enforcement - age profile

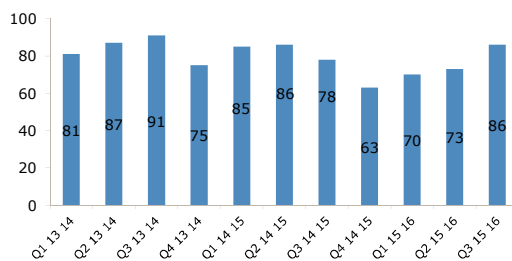
Age profile	Caseload Q3	%
0 - 30 days	23	21%
31 - 90 days	37	33%
91 - 180 days	28	25%
181 - 270 days	6	5%
271 - 365 days	6	5%
1yr - 2yr	6	5%
Over 2 yr	5	5%
Total	111	100%

Criminal Investigations - age profile

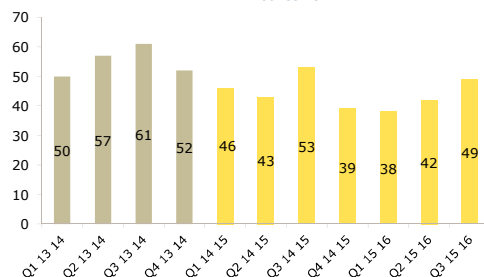
Age profile	Caseload Q3	%
0 - 30 days	18	31%
31 - 90 days	21	36%
91 - 180 days	7	12%
181 - 270 days	2	3%
271 - 365 days	0	0%
1yr - 2yr	3	5%
Over 2 yr	7	12%
Total	58	100%

Average age of caseload in days at end of each quarter

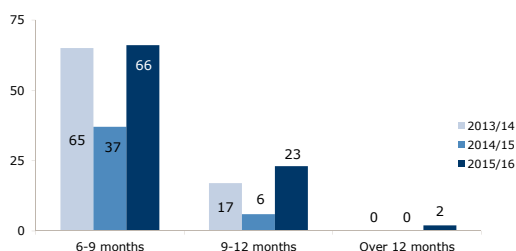
FOI and EIR Complaints



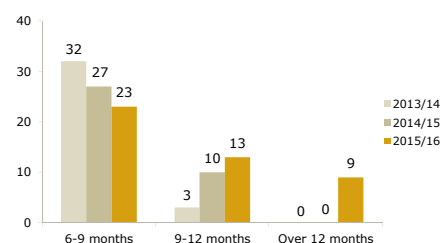
DP Concerns



FOI and EIR Complaints over 6 months old



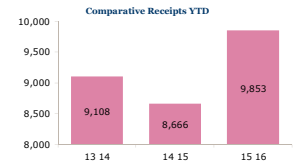
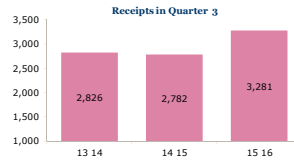
DP Concerns over 6 months old



Written advice

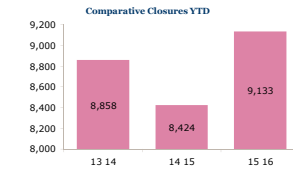
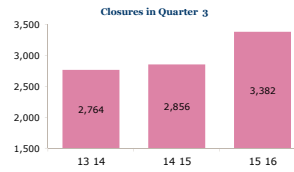
Written advice casework received

	2014/15	2015/16
Quarter 1	2,881	3,080
Quarter 2	3,003	3,492
Quarter 3	2,782	3,281
Quarter 4	3,187	
Total	11,853	9,853



Written advice casework closed

	2014/15	2015/16
Quarter 1	2,852	2,723
Quarter 2	2,716	3,028
Quarter 3	2,856	3,382
Quarter 4	3,094	
Total	11,518	9,133



Helpline advice

Helpline calls received

	2014/15	2015/16
Quarter 1	54,749	48,810
Quarter 2	49,217	54,440
Quarter 3	46,671	49,765
Quarter 4	54,241	
Total	204,878	153,015

% calls answered

	2014/15	2015/16
Quarter 1	95%	95%
Quarter 2	95%	94%
Quarter 3	96%	96%
Quarter 4	95%	
Total	95%	95%

Helpline calls YTD

	2014/15	2015/16
Received	204,878	153,015
Answered	195,431	145,497
% Answered	95%	95%

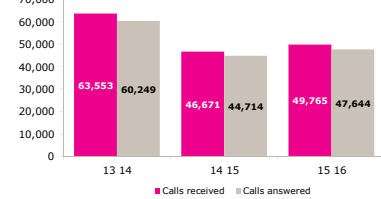
Helpline calls answered

	2014/15	2015/16
Quarter 1	52,170	46,507
Quarter 2	46,933	51,346
Quarter 3	44,714	47,644
Quarter 4	51,614	
Total	195,431	145,497

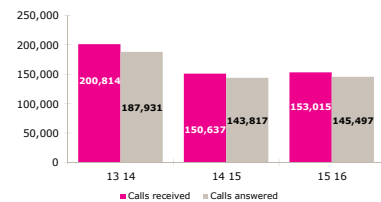
Average wait time

	2014/15	2015/16
Quarter 1	61	47
Quarter 2	61	62
Quarter 3	47	53
Quarter 4	49	
Average Wait YTD	54	54

Total Helpline calls in Quarter 3



Comparative total calls YTD

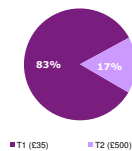


Registration fee income

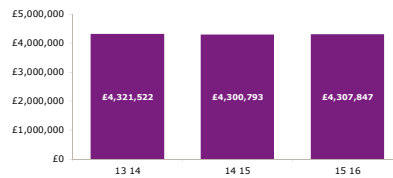
Fee income received

	2014/15	2015/16
Quarter 1	£3,993,100	£4,158,504
Quarter 2	£4,272,808	£4,631,593
Quarter 3	£4,300,793	£4,307,847
Quarter 4	£4,952,713	
Total	£17,519,414	£13,097,944

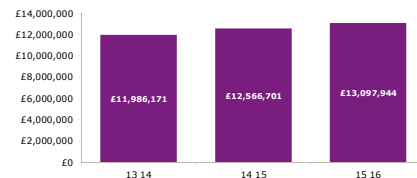
Fee income received in Q3 by fee tier



Registration Fee Income for Quarter 3



Comparative fee income YTD

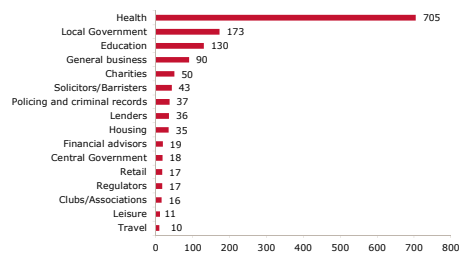


Self reported Incidents

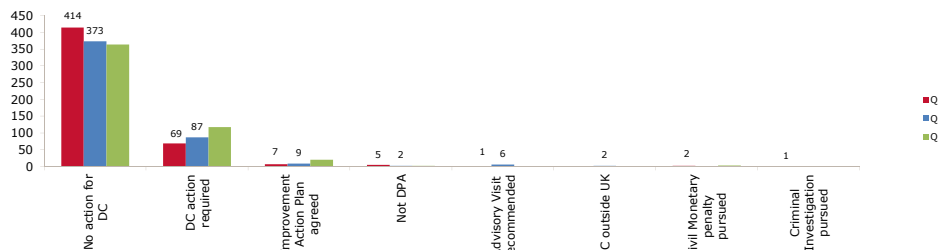
	Received	
	2014/15	2015/16
Quarter 1	441	446
Quarter 2	411	519
Quarter 3	401	525
Quarter 4	413	
Total	1,666	1,490

	Closed	
	2014/15	2015/16
Quarter 1	206	504
Quarter 2	219	491
Quarter 3	391	517
Quarter 4	265	
Total	1,081	1,512

Sectors generating most self reported incidents YTD



Outcomes YTD



Enforcement and Criminal Investigations

Enforcement

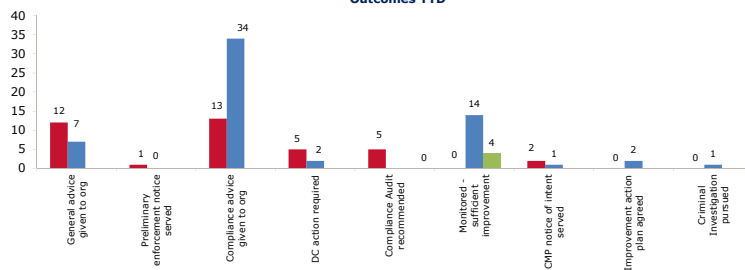
		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	9	23	3	249	22	2
	Quarter 2	6	13	5	100	26	4
	Quarter 3	7	9	0	41	27	1
	Quarter 4	7	11	4	36	19	4
Total		29	56	12	426	94	11
2015/16	Quarter 1	5	37	0	23	9	1
	Quarter 2	9	31	0	13	28	3
	Quarter 3	4	64	0	17	33	0
	Quarter 4						
Total		18	132	0	53	70	4

*The number of cases with an Enforcement case type has fallen as anticipated since the introduction of Project Eagle. Cases are now recorded under the most appropriate case type such as DP concern / Self reported incident. The Enforcement case type is used for the consideration of Enforcement action.

Sectors generating most Enforcement cases YTD



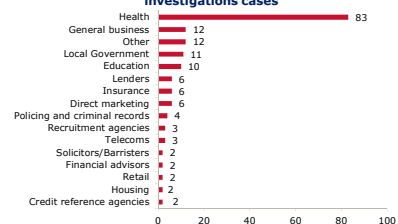
Outcomes YTD



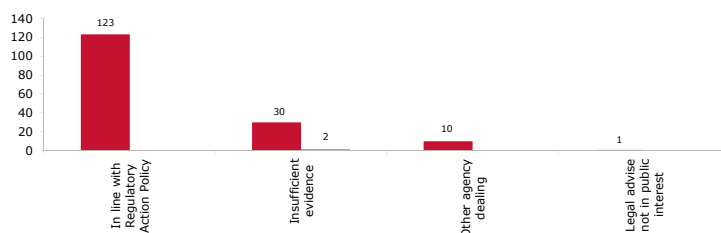
Criminal Investigations

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	57	0	2	61	0	2
	Quarter 2	38	0	2	55	0	1
	Quarter 3	46	0	0	47	0	1
	Quarter 4	55	0	2	47	0	1
Total		196	0	6	210	0	5
2015/16	Quarter 1	55	0	0	57	0	1
	Quarter 2	58	0	0	73	0	0
	Quarter 3	54	0	0	46	0	1
	Quarter 4						
Total		167	0	0	176	0	2

Sectors generating most criminal investigations cases



Outcomes YTD



Notices, Cautions and Prosecutions

2015-16	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	13			14		5	1			33
Enforcement notice served			1	1		1	3			6
Prosecuted	1			1		7				9
Caution served	2					1				3
CMP served	1			1	3	3	6			14

The number of notices or undertakings actually served may differ to the number of cases closed as some cases can have more than one notice type served on them or a number of cases with one Data Controller will result in a single notice or undertaking being served.

